



**FREQUENTLY ASKED QUESTIONS
NETWORK OF CARE FOR MENTAL/BEHAVIORAL HEALTH
(www.networkofcare.org)**

What is Network of Care for Mental/Behavioral Health?

Network of Care for Mental/Behavioral Health Web site (www.networkofcare.org) is an online information resource for individuals, families and agencies concerned with mental health issues. This Web site features critical information, communication and advocacy tools and ensures there is “no wrong door” for individuals who are navigating the system of behavioral health services.

How was Network of Care created?

In 2002, the California Department of Mental Health recognized a need for a comprehensive “one-stop” resource for mental health information. At that time, the Network of Care for Seniors and People with Disabilities was a similar, smaller online pilot program that provided access to information about health services. DMH recognized the site as a valuable tool and expanded its model for mental health. San Diego County was chosen as the first pilot county. Three other counties – San Mateo, Fresno and Los Angeles – were also launched, giving the site administrators the ability to fine-tune the site’s features prior to launching similar sites for the other 54 counties in California.

How is Network of Care funded?

The first four pilot programs for Network of Care for Mental/Behavioral Health were funded by the individual counties. The development of the Network of Care for Mental/Behavioral Health in the other 54 California counties was funded by the Mental Health Services Act (MHSA), which was approved by California voters as Proposition 63 in 2004. The MHSA also will fund the first year of maintenance fees for these sites. After the first year, each county’s Department of Mental Health will have the option to take financial responsibility of its Network of Care site.

Who runs Network of Care?

Each county’s Network of Care Web site is sponsored by the county Department of Mental Health and is a free service to all the citizens and organizations in the county. It is built, operated and maintained by Trilogy Integrated Resources LLC (www.trilogyir.com).

How often is Network of Care’s content updated?

Network of Care’s various channels are updated by Trilogy on specific schedules. Updates are received from a variety of sources, such as counties, states, private content providers, and Trilogy’s internal staff.

What does Network of Care offer that other Web sites don't?

Network of Care is the only Web site of its kind in the United States. No other single site provides as much comprehensive and up-to-date information on mental and behavioral health. In fact, the President's New Freedom Commission on Mental Health highlighted the Network of Care for Mental Health as a promising online information tool.

What is the accessibility level of these sites?

Network of Care strives to be accessible to those with limited computer or Web experience, limited English, limited finances and individuals with disabilities. The site is available in a text-only version that is Bobby-approved and fully ADA-compliant (Level 3). The text-only version is designed to be fully accessible to users with visual impairments and those who use computer screen-reader programs. A limited, hand-translated version of the Network of Care site also will be available in each County in the following languages: Spanish, Cantonese, Russian, Tagalog, Vietnamese and Cambodian.

What security measures do you use to keep confidential information secure in the Personal Folder section?

Network of Care uses the highest form of VeriSign security: 128-bit Secure Socket Layer encryption. VeriSign is among the best commercially available encryption technologies available.

Will other states follow California's example with Network of Care?

The California Network of Care for Mental/Behavioral Health is now complete, although refining the individual county sites will continue in the coming months and years. Other states that have similar projects include Iowa, Maryland, Missouri, New York, North Carolina, Oregon, Pennsylvania, Texas, Utah and Virginia.

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